



Urban LINC Cowork Space

Welcome to Urban LINC, the premier cowork space in Grand Rapids. Our goal is to provide you with a unique working experience in a state of the art facility with all the necessary business tools.

What is so cool about cowork space at Urban LINC?

In addition to the ability to network with other professionals that will enhance your business, Urban LINC offers the following amenities to all of its members:

- Lots of cool people to work alongside, collaborate and network with, inspire and challenge
- Wireless internet
- Conference room with Conference Table
- Printer/Copier/Fax
- Comfortable Turnstone furniture
- Artwork showcasing local artists
- Handicap accessibility
- Free Ample Parking
- Free access to community and social networking events



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Membership Rates:

Membership rates at the Urban LINC are set at affordable prices designed with you in mind.

Drop-In/Daily Pass (\$20/day)

- 1st come 1st serve; Pull out your laptop at our large community work table or in the lounge area and work to your heart's desire. This is a great way to get a feel for the space before signing up for a membership or for a quick change of scenery. If you do come in for a day pass and want to sign up for a membership we will apply the \$20 to your 1st month's membership.

Full-Time (\$100/month)

- Access to Urban LINC Monday-Friday from 8am-6pm.
- Use of Conference room (10 hours per calendar month)
- Free personal use of printer, copier, fax, and other office amenities

Non Profit Membership (\$250/month)

- 4 full-time memberships
- Use of conference room (20hours per calendar month)
- Free personal use of printer, copier, fax, and other office amenities

Corporate Membership (\$350/ month)

- 4 full-time memberships
- Use of conference room (20hrs per calendar month)
- Free personal use of printer, copier, fax, and other office amenities

**** See table below for more information.**



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MEMBERSHIPS	Daily In Drop-	Full Time	Nonprofit	Corporate
Month to Month (monthly rate)	\$20/day	\$100	\$250	\$350

Working Hours	Monday-Friday	Monday-Friday	Monday-Friday	Monday-Friday
Workspace	Open Workspace	Open Workspace	Open Workspace	Open Workspace
Mailing Address	NA	\$10/Month	\$10/Month	\$10/Month
Storage Locker	NA	\$10/Month	\$10/Month	\$10/Month
Conference Room ****	NA	10hrs/month	20hrs/month	20hrs/month
Additional Conference Room Hours	\$20/Hour	\$20/Hour	\$20/Hour	\$20/Hour
Wifi	✓	✓	✓	✓
Print/Fax/Scan	✓	✓	✓	✓
Coffee	✓	✓	✓	✓
Member Events	✓	✓	✓	✓
Networking Events	✓	✓	✓	✓



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Membership Information

Name: _____

Home address: _____

Phone: _____

Email: _____

Company (if applicable): _____

Position: _____

Web Address: _____

Payment Information:

Name: _____

BillingAddress: _____

Credit/Debit Card Number: _____

Exp. Date: _____

Security ID Number: _____

Membership will be set up on automatic monthly payments of \$100 to be deducted from the credit/debit card listed above. If you decide to cancel or put your membership on hold, we will need 7 day notice before the beginning of the next month, or you will be charged for the next month.

Signature: _____

Date: _____



Urban LINC Member Cooperation Policies

These policies have been created to encourage cooperation among members and to promote the smooth operation of Urban LINC.

General Policies:

Good Neighborliness

All members enter into a social contract at Urban LINC as well as a legal contract. You are not required to make friends, meet people or collaborate but our hope is that all of these things will happen naturally and that they are part of the reason that you are here. We hope that you will bring your positive energy and ideas to our shared environment to help us continually strengthen this community and the value of our shared space. At minimum, you must recognize and be respectful of Urban LINC as a shared work space. Urban LINC reserves the right to terminate the lease of any individual who is deemed to be compromising the well-being of other members or the space as a whole.

Common Spaces (lounge area, shared work spaces, etc.)

- Members should leave common areas as clean as or cleaner than they found them.
- Given the large number of people in the common space at any time, please limit interruptions and respect that other people are working in the space.
- To maximize the amount of natural light in the space, please keep the windows free of boxes, furniture, etc.

Meeting Rooms

When planning and holding your meetings and events in the space, please ensure that you respect the work environment of the other members.

- Members are responsible for their own set-up and clean-up of the meeting rooms.
- No permanent markers may be used at Urban LINC to prevent damage to the white boards.
- Room bookings are scheduled on a first-come first-serve basis.
- Meeting rooms are reserved using the shared scheduling calendar.
- Members will be billed for hours of meeting room usage over their leased amount.



Shared Amenities

All permanent desk members of Urban LINC will pay a flat rate for basic shared amenities. These will include: security, cleaning, kitchen facilities, fax machine, access to the shared Internet service and other amenities as agreed.

Security

Each member is responsible for ensuring the security of their individual work space and their equipment. Members are also expected to do their best to ensure the shared security of the common spaces.

Hours

Urban LINC is open from 8am to 6pm, Monday through Friday.

Cleaning

Members will need to be responsible for cleaning their work area.

Conflict Resolution Process

- If a member has a problem with the actions or behaviors of another member, she or he must first try to resolve the problem directly with that person or group.
- If the problem persists, the member will be asked to put the complaint in writing and address the note to a member of the Urban LINC staff team. Urban LINC staff will review the complaint, speak with both parties, and propose a solution.
- If the problem persists, or if either party is dissatisfied with the proposed solution, the issue is elevated to the LINC Board of Directors.
- The Urban LINC Board has final say and will offer a solution. This solution must be followed; if the problem persists, Urban LINC may choose to terminate the lease of either party based on its best judgment.

Urban LINC is committed to ensuring fairness, transparency, accessibility and accountability in the conflict resolution process. Our hope is that all members will show flexibility, compromise and respect, and that we can work collaboratively to address any concerns.



Urban LINC Noise Policies

- The Lounge Area is the place to talk, laugh, meet, connect, collaborate, introduce, and engage.
- The Co-Work space is not a library. Members should feel comfortable doing what they need and making the noise they need to get the work done!
- The Co-Work space is not a meeting room. Go ahead and work with others - that's what collaboration is all about! But longer and louder conversations should be moved to the lounge area.
- As a courtesy, please turn your cell phone ring-tone volume down while at your desk. Please avoid using the speaker phone unless absolutely necessary.
- Be conscious and considerate of your fellow members. Successful co-working requires sensitivity to your impact on others. Remember, even though you just finished your big proposal, your neighbor may still have an important deadline looming.
- Be conscious of cell-yelling. Most cell phones can handle a normal speaking voice!
- Small, private meeting spaces are available for long or deeply personal conversations; please step into one of those spaces.
- Embrace and beware the "Cone of Silence." Headphones are the best do not disturb sign. Put them on if you don't want to be interrupted. And be respectful of those wearing headphones.



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Welcome to the Urban LINC!

Urban LINC hosts a vibrant community of change-makers and we're happy to have you as part of this dynamic environment. Below are some important details that will help to get you comfortably settled in and familiar with day to day office practices, tips, tricks, and guidelines. If you have any questions, please see Jorge Gonzalez, Economic Development Director.

Hours of Operation Regular building hours will be Monday through Friday 8am to 6pm.	Wireless Access Urban LINC is pleased to offer wireless internet access throughout the space. In order to get connected, simply open your browser – your computer should automatically seek out the open Wireless network.
In an Emergency If there is a building emergency (security, flooding, etc.) during work hours please alert Jorge Gonzalez at 616-466-0690	Printer/Copier/Scanner Copies, prints, scans are free for members for personal use and limited to 200 black and white pages/month. Additional black and white pages will be 7 cents/page. Color copies are also available for 15 cents/page.
Booking Meeting Spaces Email your reservation to Jorge@lincrev.org to reserve the conference room or other meeting spaces.	Coffee Fresh coffee will be provided by Urban LINC during hours of operation.
Billing and Invoices Payments will be accepted via check, PayPal, and Google Checkout	Programming Urban LINC hosts a variety of programming and is always keen to hear your ideas for the community. Anything is possible when you have the space to host it!
Staff Contacts Jorge Gonzalez, Director of Economic Development: jorge@lincrev.org	Codes for Printer You will be issued a unique code that should be used for tracking the copier/printer use. Please do not share this number!

